

# Tutorial on setting up punch-in message push



## I. Function Introduction

The message push function for punch - in activities wakes up and activates trainees who have participated in punch - in by sending WeChat reminder messages, promoting continuous punch - in and making punch - in activities an effective form of continuous interaction.

## II. Overview

1. Merchants who have authorized service accounts/Mini Programs or enabled elink's message proxy service can enable punch - in reminders when creating punch - in activities.
2. After merchants enable punch - in reminders, to avoid disturbing users, users need to actively subscribe to message notifications on the punch - in homepage to receive punch - in message pushes.
3. After users actively subscribe to message notifications, they can also actively turn off the subscription notifications.
4. If merchants do not enable punch - in reminders when creating punch - in activities, there will be no subscription entry for punch - in messages on the punch - in homepage.

## III. Message Push Targets

The targets of message pushes are users who have participated in punch - in and actively subscribed to punch - in reminders.

## **IV. Message Push Scenarios**

The pushed message notifications include reminders for trainees to punch in and reminders for interactive content with trainees.

Whether to remind trainees to punch in can be set through the punch - in reminder switch when creating punch - in activities.

### **(I) Remind Trainees to Punch In**

1. Punch - in types that support message pushes: Calendar punch - in, Assignment punch - in, Challenge punch - in
2. Push frequency: Calendar punch - in and Challenge punch - in will send reminders daily.
3. Push time:

Calendar punch - in and Challenge punch - in support setting specific time points for pushes.

The message push time rules for Assignment punch - in vary according to the assignment creation time. See the table below for details.

### **(II) Interactive Scenario Reminders**

1. Users will receive message reminders when their punch - in diaries receive comments.
2. Users will receive message reminders when their punch - in diaries receive reviews.

## V. Message Push Types

**There are two types of message push notifications: Service account template messages and Mini Program template messages.**

### (I) Sending Methods

1. Merchants who have authorized service accounts/Mini Programs to the elink platform can send message notifications through their service accounts. View the service account authorization guide.
2. Merchants who have authorized Mini Programs to the elink platform can send Mini Program template messages. View the Mini Program authorization guide.
3. If merchants have authorized both service accounts and Mini Programs to the elink platform, message notifications will be sent through both channels.
4. If merchants have not authorized service accounts or Mini Programs but have enabled elink's message proxy service, message notifications will be sent through the elink Knowledge Assistant.

### (II) Differences between Service Account Template Messages and Mini Program Template Messages

1. Service account template messages: Use WeChat official accounts that have been certified as service accounts by merchants or the elink Knowledge Assistant to push template messages. Send message notifications, as shown in the figure below.

Note: To prevent complaints, each user can only receive the first two messages pushed for each punch - in activity per day.

01.png02.png



2. Mini Program template messages: Mini Program template messages are sent through WeChat's unified entry 'Service Notifications'. The sent content is Mini Program template messages from various platforms and merchants, as shown in the figure below:

03.png04.png

**Note: If users participate in punch - in but do not interact with the store for 7 days, messages cannot be pushed to them.**

## **VI. How C - end Users Can Receive Service Account Notifications**

1. How can users receive template messages?

If merchants enable punch - in reminders when creating punch - in activities, C - end users can actively subscribe to punch - in reminders during the punch - in activity. After users actively subscribe and follow the merchant's service account/elink Knowledge Assistant, they can receive template messages for punch - in reminders.

2. If users do not follow the service account before participating in punch - in, the operation interface for C - end users

(1) After C - end users enter the punch - in homepage, a pop - up window with the service account QR code will appear, guiding users to follow the service account, as shown in the figure below:

05.png

(2) When users click 'Get Reminders', a QR code pop - up window will appear. Scan the code to follow, as shown in the figure below:

06.png 07.png

3. After C - end users scan the QR code, they will enter the page to follow the service account. After following the service account, they will receive customer service messages replied by the service account.

(1) In the customer service message, click 'Click here to return to the punch - in activity you just signed up for >>>' to return to the punch - in homepage.

(2) Click 'Too many notifications, click to unsubscribe' to jump to the punch - in homepage and cancel the punch - in reminder notifications at the same time, as shown in the figure below:

08.png

4. If users have followed the service account before participating in punch - in, click 'Get Reminders' on the punch - in homepage to subscribe successfully.

(1) After successful subscription, the punch - in reminder button changes to 'Turn off Reminders'. Click the button to cancel the subscription notifications.

(2) After users subscribe successfully, they will receive the subscribed punch - in notifications when the punch - in reminder time arrives, as shown in the figure below:

09.png 10.png

## **VII. Message Push Rules for Store Punch - in**

11.png

---

Revision #2  
Created 2026-06-08 04:37:02 UTC by Admin  
Updated 2026-06-08 08:30:14 UTC by Admin